

# AGING (7900) BUDGET

DEPT: Aging

UNIT NO. 7900  
FUND: General - 0001

## Budget Summary

Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Variance
<b>Expenditures</b>					
Personnel Costs	\$7,503,163	\$6,844,625	\$7,306,937	\$7,479,639	\$172,702
Operation Costs	\$8,355,425	\$8,325,938	\$8,534,587	\$8,148,102	(\$386,485)
Debt & Depreciation	\$0	\$0	\$0	\$0	\$0
Capital Outlay	\$100,000	\$130,450	\$100,000	\$135,995	\$35,995
Interdept. Charges	\$2,313,923	\$2,694,403	\$2,522,212	\$2,597,520	\$75,308
<b>Total Expenditures</b>	<b>\$18,272,511</b>	<b>\$17,995,416</b>	<b>\$18,463,736</b>	<b>\$18,361,256</b>	<b>(\$102,480)</b>
<b>Revenues</b>					
Direct Revenue	\$496,852	\$1,212,724	\$1,221,416	\$1,230,964	\$9,548
Intergov Revenue	\$15,859,404	\$15,569,248	\$15,839,664	\$15,848,708	\$9,044
Indirect Revenue	\$0	\$0	\$0	\$0	\$0
<b>Total Revenues</b>	<b>\$16,356,256</b>	<b>\$16,781,972</b>	<b>\$17,061,080</b>	<b>\$17,079,672</b>	<b>\$18,592</b>
<b>Tax Levy</b>	<b>\$1,916,255</b>	<b>\$1,213,444</b>	<b>\$1,402,656</b>	<b>\$1,281,584</b>	<b>(\$121,072)</b>
<b>Personnel</b>					
<b>Full-Time Pos. (FTE)</b>	77	77	76	78	2
<b>Seas/Hourly/Pool Pos.</b>	0	0	0	0	0
<b>Overtime \$</b>	\$37,488	\$45,445	\$19,056	\$12,060	(\$6,996)

**Department Mission:** To affirm dignity and value of older adults of this County by supporting their choices for living in and giving to our community.

**Department Description:** Milwaukee County Department on Aging (MCDA) serves as Milwaukee County's designated Area Agency on Aging under the Older Americans Act and is the County's designated unit to administer federal and state aging programs. The Department plans for and serves the growing needs of Milwaukee County's large and diverse older adult population.

The Department integrates multiple federal and state revenue streams including the Older Americans Act, the Senior Community Services Program, Specialized Transportation Assistance Program for Counties (S85.21), Elder Abuse, Adult Protective Services, Base Community Aids (BCA), Family Care Resource Center Allocation, 100% Time Reporting, available private matching grants, and other contributions to fund programing and services for older adults in Milwaukee County.

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### Strategic Program Area 1: Administration

**Strategic Outcome:** High quality, Responsive Services

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
This program area does not have Activity Data			

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	(\$1)	(\$3,733)	\$0	\$0	\$0
Revenues	\$0	\$0	\$0	\$0	\$0
Tax Levy	(\$1)	(\$3,733)	\$0	\$0	\$0
FTE Positions		6	6	6	0

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
Percent of SMART Goals Accomplished <sup>1</sup>	85%	88%	89%
Number of Audit Exceptions	0	0	0

#### Strategic Implementation:

Department on Aging Administration will continue to provide quality operations, budgeting, community relations, new initiative development and community collaboration with the older adults of Milwaukee County.

MCDA continues to collaborate work efforts and seek more resources and revenue sources with the Department of Health and Human Services. The two departments share accounting staff and other resources.

Actual expenditures in this service area total \$1,053,587. These costs are entirely charged out to other aging organizations for accounting and reimbursement purposes. The costs of this service area represented in the expenditure tables of other Aging program areas.

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<sup>1</sup> Specific, Measureable, Attainable, Relevant and Time-bound goals set by the State and the Department on Aging.

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### Strategic Program Area 2: Aging Resource Center

Strategic Outcome: Quality of Life

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Number of people contacted at outreach events	11,864	12,500	14,000
Number of consumer calls	26,040	27,000	28,000
Number of elderly trained as evidence based prevention (EBP) program leaders	49	54	59
Number of elderly completed EBP programs	288 <sup>2</sup>	317	349

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$8,632,447	\$7,763,768	\$8,290,811	\$8,122,401	(\$168,410)
Revenues	\$8,965,623	\$8,760,554	\$8,629,459	\$8,809,626	\$180,167
Tax Levy	(\$333,176)	(\$996,786)	(\$338,648)	(\$687,225)	(\$348,577)
FTE Positions		63	61	63	2

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
100% Time Reporting Medicaid Match	37.9%	38.7%	39.0%

#### Strategic Implementation:

With 62.0 FTE's, The Aging Resource Center (ARC) will continue to act as the point of entry for Family Care and all other long-term care programs and is responsible for arranging short-term assistance for older adults with immediate pressing needs.

1.0 FTE Program Coordinator – Aging is abolished and 1.0 FTE Program Coordinator – Elderly Services is created to coordinate Chapter 55 protective placements in Milwaukee County. 1.0 FTE Management Assistant is created to adequately and efficiently manage the primary duties of the Call Center. The costs related to these positions are entirely offset by time reporting revenue and other grant funds.

Milwaukee County is responsible for court ordered corporate guardian services. Through enhanced monitoring over several years, ARC has reduced financial support of non-County petitioners ordering corporate guardians and other errors. This, along with a decline in other temporary short-term service demand, results in an expenditure decrease of \$250,000.

A \$75,000 expenditure allocation for consultant fees is retained in 2014 to continue management and coordination of evidence based-prevention programs within senior centers and through other venues in Milwaukee County. Prevention related grant funding of \$84,311 for expanding Chronic Disease Self-Management

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<sup>2</sup> 205% of State of Wisconsin goal

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and Long Term Care Sustainability for Falls Prevention is projected to continue in 2014. This results in a net tax levy decrease of \$9,311.

A transfer of \$64,000 from a professional service contract in 2013 to a purchase of service contract in 2014 centralizes and consolidates day to day management and administration of fitness and wellness programs at county-owned senior centers under one purchase contract. This change has no tax levy impact.

1.0 FTE Outreach and Customer Service Coordinator (Aging) to adequately and efficiently manage site enhancement at county-owned senior centers and host facilities of the Senior Meal Program. This position will develop an annual outreach plan containing SMART (*Specific/Measurable/Attainable/Realistic/Time Phased*) goals for approval of the Commission of Aging and also will report achievements to the Commission of Aging monthly.

The Outreach and Customer Service Coordinator will be responsible for analyzing community needs, conducting targeted outreach, promoting customer service, and developing new or enhanced programming, including wellness and prevention.

This position will work with seniors, host facilities, contract agencies, municipalities, churches and religious organizations, community organizations, health care providers, and housing managers with the goal to enhance offerings at senior centers and nutrition sites designed to: 1) engage existing diners; 2) bring new diners into the program; 3) help reduce isolation among seniors living alone.

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### Strategic Program Area 3: Area Agency

Strategic Outcome: Quality of Life

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Number of community events and presentations	7	8	9

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$3,411,213	\$3,514,799	\$4,081,439	\$4,048,121	(\$33,318)
Revenues	\$3,282,443	\$3,365,051	\$3,746,277	\$3,655,070	(\$91,207)
Tax Levy	\$128,770	\$149,748	\$335,162	\$393,051	\$57,889
FTE Positions		6	7	6	-1

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
Number of contracts meets total assessment and monitoring compliance	93%	89%	89%
Number of Meetings Attended by Committee and Council Members	516	542	565

#### Strategic Implementation:

The Department on Aging will continue to serve as the local Area Agency on Aging. This program uses federal funds through the Older American's Act to provide wellness programming, transportation and other services to older residents of Milwaukee County.

An Area Agency purchase of service contract with Services and Advocacy for Gay, Lesbian, Bisexual & Transgender Elders (SAGE) is increased from \$10,000 to \$20,000 in 2014. SAGE provides services in the Greater Milwaukee Area to older adults who are lesbian, gay, bi-sexual and transgender (LGBT), including social services, training to service providers, program information to LGBT older adults and families, friends and significant others, and increasing visibility among the greater community.

1.0 FTE Secretarial Assistant, whose workload is primarily meal program related, is transferred to the Senior Meal program area.

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### Strategic Program Area 4: Senior Meal Program

**Strategic Outcome:** Quality of Life

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Number of Meal Sites Open	29	29	29
Meals Served at Meal Sites	289,664	294,363	289,664
Home Delivered Meals	308,183	312,798	309,616

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$4,759,678	\$5,189,263	\$4,644,834	\$4,696,788	\$51,954
Revenues	\$4,090,927	\$4,630,638	\$4,685,344	\$4,614,976	(\$70,368)
Tax Levy	\$668,751	\$558,625	(\$40,510)	\$81,812	\$122,322
FTE Positions		2	2	3	1

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
Percentage of Congregate Diners reporting satisfaction	85%	90%	95%
Percentage of Home Delivered Meals consumers reporting satisfaction	85%	90%	95%
Number of Volunteer Hours Reported	66,182	69,491	72,965
Number of days between referrals and assessments	14	10	10

#### Strategic Implementation:

MCDA will continue to provide nutritious, balanced hot lunches at community dining sites around the County and home delivered meals in order to promote independent living for Milwaukee County's older adults. Long-term care member meal purchases by the Department of Family Care continue in 2014 through the MCDA Senior Meal Program for reimbursement of the full cost of meals provided. Revenues and expenditures are adjusted based on experience and anticipated reductions related to federal sequestration reductions.

A Purchase of service contract with the United Community Center (UCC) senior center program is increased \$20,795 based on actual experience. The non-county owned community-based organization dedicated to serving the Hispanic community and Milwaukee County's near south side provides recreation, socialization, health prevention, education and social services to Hispanic adults, ages 60 years and older.

One Secretarial Assistant position (1.0 FTE) from the Area Agency – Elderly Services program area, whose workload is primarily meal program related, is transferred to this program area.

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## Strategic Program Area 5: Senior Centers

Strategic Outcome: Quality of Life

What We Do: Activity Data			
Activity	2012 Actual	2013 Budget	2014 Budget
Number of members	7,478	7,553	7,628

How We Do It: Program Budget Summary					
Category	2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Var
Expenditures	\$1,451,911	\$1,474,061	\$1,446,652	\$1,493,945	\$47,294
Revenues	\$0	\$0	\$0	\$0	\$0
Tax Levy	\$1,451,911	\$1,474,061	\$1,446,652	\$1,493,945	\$47,294
FTE Positions		0	0	0	0

How Well We Do It: Performance Measures			
Performance Measure	2012 Actual	2013 Budget	2014 Budget
Number of newly scheduled activities	84	86	88
<b>Average Satisfaction Survey Score*</b>			
Rose Senior Center	86%	88%	90%
Kelly Senior Center	79%	81%	83%
McGovern Senior Center	83%	85%	87%
Washington Senior Center	85%	87%	89%
Wilson Senior Center	81%	83%	85%

\*Each November at least 100 seniors are given an 11-question survey gauging their satisfaction with different aspects of the senior center. These results are aggregated and presented above.

### Strategic Implementation:

MCDA provides tax levy funding for programs at the 5 County-owned senior centers. These centers offer a wide variety of recreational and educational activities for older adults. The County-owned senior centers also serve as congregate meal sites and home-delivered meal dispatch sites. A new expenditure allocation of \$17,000 is reflected in a Facility Assessment Inspection cross-charge for evaluation of County-owned senior center facilities.

Capital outlay for major maintenance is increased by \$35,995.

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Aging Budgeted Positions				
Title Code	2013 Budget	2014 Budget	2014/2013 Variance	Explanation
Accountant 3	1	1	0	
Adm Asst NR	3	3	0	
Budget Mgr - Aging	1	1	0	
Clerical Asst 1	2	2	0	
Elderly Nutri Program	1	1	0	
Exdir1-AsstDirDeptAging-Admin	1	1	0	
Exdir1-AsstDirDeptAging-Fiscal	1	1	0	
Exdir3-Dir Deptonaging	1	1	0	
Executive Assistant Aging	1	1	0	
Human Ser Wkr Aging	37	37	0	
Human Ser Wkr Aging BI Sp	2	2	0	
Info And Outreach Coor Ag	1	1	0	
Management Asst- Aging	0	1	1	Create
Office Supp Asst 2	1	1	0	
Outreach & Cust Svc Coord (Ag)	0	1	1	Create
Overtime	0.2	0.3	0.1	
Paralegal	1	1	0	
Prog and Policy Coord	1	1	0	
Prog Coord - Aging	2	2	0	
Prog Coord - Community Progs	1	1	0	
Prog Coord - Elderly Services	0	1	1	Create
Prog Coord - LTS	1	1	0	
Prog Coord - Res Center	3	2	-1	Abolish
Prog Planning Coord	1	1	0	
Qual Imprvt Coord Res Cen	1	1	0	
Resource Manager Aging	1	1	0	
RN 2 - Dept on Aging	1	1	0	
Secretarial Asst	2	2	0	
Serv Supp Spec	4	4	0	
Serv Supp Spec BI Sp	1	1	0	
Unit Supervisor - LTS	3	3	0	
Vacancy & Turnover	-3.3	-2.2	1.1	
<b>TOTAL</b>	<b>72.9</b>	<b>76.1</b>	<b>3.2</b>	

Legacy Health Care and Pension Expenditures				
2012 Budget	2012 Actual	2013 Budget	2014 Budget	2014/2013 Variance
\$1,382,449	\$1,588,150	\$1,541,291	\$1,735,610	\$194,319